

CITY OF COVINA

COMMUNITY SERVICES SPECIALIST

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, provides crime prevention information and programs to the public; conducts training and informational seminars; conducts home and business security inspections; oversees the graffiti abatement program; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Community Services Specialist** is the journey level class responsible for performing a wide variety of law enforcement public information, crime prevention, and community service activities. Incumbents are responsible for serving as a public relations representative for the department at civic functions and in community task forces. This classification is distinguished from the next lower classification of Community Services Officer by the performance of more complex and technical public affairs and law enforcement duties.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Police Sergeant. Incumbents in this classification do not routinely exercise supervision, but may provide technical and functional supervision for volunteers.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Provides crime prevention information and programs to the public; conducts training and informational seminars; coordinates a variety of public service activities and programs; serves as a public relations representative for the Department at civic functions, in community task forces, and with community organizations; arranges tours, citizen ride-a-longs, and speakers for schools, businesses and organizations in the community.
- Coordinates and participates in the activities of the DARE Program; serves as a DARE instructor and schedules staffing for programs; orders, inventories and distributes Dare materials; oversees and conducts the DARE Card Project.
- Oversees the graffiti abatement program, including scheduling, equipment maintenance and ordering supplies; ensures adherence to safe work methods, procedures and practices.
- Recruits, trains, schedules and coordinates volunteers in the department; maintains volunteer personnel files and hours; coordinates Annual Volunteer banquet; coordinates the Neighborhood Watch program; maintains block captain records; produces neighborhood watch newsletter.

COMMUNITY SERVICES SPECIALIST

Page 2

- Recruits applicants for the Citizens Police Academy; issues press releases and ensures background checks on applicants; facilitates and schedules presentations; maintains records and schedules ride-alongs for class members; plans and coordinates graduation dinners.
- Conducts home and business security inspections; makes safety suggestions or referrals; coordinates department promotions such as the Safety Fair, Red Ribbon Week and Annual National Night Out; prepares newsletters, press releases and other informational material.
- Responds to questions and concerns from the general public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, documents and equipment weighing up to 25 pounds also is required. Incumbents may work outdoors in all weather conditions, including wet, hot and cold.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Community Services Specialist**. A typical way of obtaining the required qualifications is to possess the equivalent of one-year experience involving public contact and a high school diploma or equivalent. One year of college level course work in criminal justice or a related field, and experience in a law enforcement setting is desirable.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California drivers license. Must obtain a DARE Instruction Certificate.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Modern office administrative practices and procedures; public and agency desk procedures; DARE and Neighborhood Watch programs; methods of providing services and information; methods and techniques for public information presentations; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Perform a variety of complex work with speed and accuracy; design and produce effective public information materials; oversee, coordinate and schedule a variety of crime prevention and community service activities; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications.